

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 4

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Name of the NPS Unit:	Big South Fork NRRA			VTS Group:	Surface
Name of VTS:	Big South Fork Scenic Railway			NPS Region:	Southeast
Respondent's Name:	Ron Wilson			Annual Visitors:	855,882
Respondent's Title:	Management Assistant				
Respondent's Phone:	(423) 569-9778	Fax:	(423) 569-5505	E-mail:	Ron.Wilson@NP--SER

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1988	1.6a Contract Term (years):	1
1.2 Who currently manages the VTS service?	Concessioner	1.6b Contract Start Date:	5/14/99
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	5/13/00
1.5a Concessioner Name:	Big South Fork Railway Enterprises LLC		
1.5b Concessioner Address:	Box 368 Stearns, KY 42647		
1.5c Concessioner Telephone:	(606) 376-5330		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Train Trip	14	2	0	30	0	100

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	High
Resource Protection Rating:	High	Sustainability Rating:	Medium

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?	<input type="text" value="No"/>	Current Year Start Date:	4/1/98	Next Year Start Date:	4/1/99
		Current Year End Date:	11/1/99	Next Year End Date:	11/1/00
4.2 Peak Demand Start Date:	5/1/98	Low Demand Start Date:	9/15/98		
Peak Demand End Date:	11/1/98	Low Demand End Date:	9/15/98		

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly?

5.3 Is Schedule Adjusted Daily?

5.4 Is Schedule Provided to Operators?

5.5 Is Schedule Available to Visitors?

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

6.2 Total Fleet Size:

6.3 Number of vehicles or vessels operated in service at a single time?

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6.4 Do any vehicles employ alternative fuels?

No

Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Engine	102		1944	5000	Deisel	Railway	2
2	Engine	105		1942	5000	Deisel	Railway	3
3	Passenger Car	1001			5000		Railway	2
4	Passenger Car	1002			5000		Railway	4
5	Passenger Car	1003			5000		Railway	4
6	Passenger Car	1004			5000		Railway	2
7	Passenger Car	1005			5000		Railway	3
8	Cab	Caboose			5000		Railway	3

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

No

7.2 Who owns the VTS facilities?

NPS possesses a partial interest

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Depot (Blue Heron)	1988	NPS	NPS	2
Depot (Stearns)	1996	Contractor/Concessioner	Concessioner	1
Track	1910	Contractor/Concessioner	Concessioner	3

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

Yes

If so, how often are the counts made?

Each Trip

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	100	100	
FY 1995			
FY 1994			
FY 1993			
FY 1992			

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service?

Yes

10.2 Does Fare vary according to Season, day of week or time of year?

No

10.3 Does Fare Vary between adults and children?

Yes

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Train Trip	\$10.00	\$5.00	\$10.00	\$5.00	\$10.00	\$5.00	\$10.00	\$5.00

Section 11: What are the Revenue and Operating Costs for the VTS Service?

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11.2 Does NPS financially support the VTS in any way?

No

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

Yes

11.3 Basis for Payments Received:

Percent of Gross Revenues

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2.00
%

11.3 Other Basis for Payments Received:

Building Use Fee / \$2,100.00 per year

11.4 Does VTS receive funds from sources other than NPS?

No

Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$282,405.00	\$302,800.00	\$293,500.00	\$276,850.00	\$274,600.00
Operating Cost	\$458,193.00	\$505,400.00	\$525,600.00	\$481,975.00	\$582,300.00
Concessioner Fees	\$3,748.00	\$6,550.00	\$6,250.00	\$6,060.00	\$5,925.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$2,100.00	\$2,100.00	\$2,100.00	\$2,100.00	\$2,100.00
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:

Comprehensive Coverage:

Property Coverage:

Public Liability Coverage:

Medical Coverage:

Collision Premium:

Comprehensive Premium:

Property Premium:

Public Liability Premium:

Medical Premium:

Other Insurance:

Other Premium:

Total Premium:

\$8,234.74

12.2 Who pays Insurance?

Contractor/Concessioner

12.5 Who conducts substance abuse screening?

No

12.3 Who pays Operator Ins.?

No

12.6 Who conducts safety training program?

Concessioner

12.4 Who pays special license?

No

12.7 Who maintains substance abuse program?

Yes

12.4 Who screens operator history?

No

Who regulates VTS vessels and crews?

FRA

12.8 Number of injury claims in past 5 yrs?

0

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?

No

13.2 Are there written Hazmat Program procedures?

No

13.3 Is there a written Maintenance Training Program?

Yes

13.4 Is there a written Safety Program for VTS maintainers?

No

13.5 Is AC Brake Certification required?

No

13.6 Are federal (e.g., OSHA) Records Maintained?

Yes

13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?

0

13.8 What is the number of preventable maintenance road calls made during FY 1996?

0

Section 14: What Future Plans are there for VTS Service

Planned Mods: Present operation is under 1 year permit. If successful in 1997, will bring under concession arrangement.

Plan Reports: No